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AUTHOR Rosove, Bruce; Hawkins, Keira
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ABSTRACT

This PLACE workbook for clients in employment counseling helps them assess their employability, specifically in the part of PLACE related to doing well on the job. (A companion Sourcebook is available separately as CE 031 888). It contains employment-related topics about which clients are asked questions that can help them identify employment problems. Overcoming these problems may require clients to learn a skill or work-related behavior, or it may mean that clients must obtain a resource, such as child care, transportation, or bonding. Specific topics covered in this workbook include looking and acting the part (appearance, timekeeping, and following company policies), meeting work standards (work methods and care of equipment and materials), working with people (communications skills and human relations skills), and showing initiative. (YLB)

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PLACE

Guided steps to employment readiness

Workbook
Part D
Doing Well on the Job

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Keira Hawkins worked with the developer in writing this component of PLACE.

NOTE:

This is one in a series of PLACE publications. The full series includes:

PLACE Workbook, Parts A/B, Identifying Your Occupation/Fitting the Requirements
PLACE Sourcebook, Parts A/B, Identifying Your Occupation/Fitting the Requirements

PLACE Workbook, Part C, Getting the Job
PLACE Sourcebook, Part C, Getting the Job

PLACE Workbook, Part D, Doing Well on the Job
PLACE Sourcebook, Part D, Doing Well on the Job

PLACE Workbook, Part E, Personal Needs
PLACE Sourcebook, Part E, Personal Needs

PLACE Directory to Employment-Related Programs and Services

INTRODUCTION

From the moment you start a job, you will be judged by others. First, people will decide whether you look and act the part (whether you are dressed and groomed suitably and whether you follow the rules of the workplace). Next, your work methods (the way you handle company materials and the quality of your work) will be assessed. Finally, you'll be judged on how well you fit into the organization (your attitude towards other people, the work and the employer).

If you have had trouble keeping a job in the past, or if you aren't sure how to behave at work (either because you have never worked before or because you have been out of the work force for a long time), this part of the PLACE program is designed to help you.

You will be asked to answer some questions about the way you would typically behave in a work setting. If your answers suggest that you have problems in some areas, you will indicate this on the Checklist. (You will find this on page 19 of this Workbook. Tear it out along the perforated line and keep it beside the questions as you complete the Workbook.) After completing the Workbook and Checklist, you will be referred to the appropriate sections of the Sourcebook on the World of Work, Part D, Doing Well on the Job for further information and advice.

This Workbook is not a test. Its purpose is to help you assess your own work skills. In order to get the most from it, it is important that you answer the questions honestly. To help you analyze the strengths and weaknesses in your working behavior in a systematic way, the Workbook has been divided into the following sections:

1. LOOKING AND ACTING THE PART
   - (a) Appearance
     - i. Clothing
     - ii. Grooming
   - (b) Timekeeping
     - i. Attendance
     - ii. Punctuality
     - iii. Informing Others of Absence or Lateness
   - (c) Following Company Policies

2. MEETING WORK STANDARDS
   - (a) Work Methods
     - i. Appearance of Work
     - ii. Working Efficiently
     - iii. Quality of Work
     - iv. Quantity of Work
   - (b) Care of Equipment and Materials

3. WORKING WITH PEOPLE
   (a) Communications Skills
      i. Giving Instructions
      ii. Giving Feedback
      iii. Receiving Instructions
      iv. Receiving Feedback
   (b) Human Relations Skills
      i. Working with Supervisors
      ii. Dealing with Co-workers
      iii. Working with Your Staff
      iv. Serving Customers or Clients

4. SHOWING INITIATIVE

Your attitude plays an important part in your ability to keep your job. To do it well and to be satisfied with it, you will find it necessary to conform to the expectations of your employer and fellow workers.

This Workbook and the accompanying Sourcebook define the things you should do to adapt successfully and get along well at work.

1. LOOKING AND ACTING THE PART

To keep your job you must prove to your employer that you see yourself as a worker. At the most obvious level, you can show this by conforming to the external expectations of your employer. This basically involves three things: making sure that your physical appearance (your clothes and grooming) is suitable; making sure that you meet punctuality and attendance requirements; and following the rules and policies of the organization you work for. The questions on the following pages will help you assess whether you "look and act the part."

(a) APPEARANCE

FIRST IMPRESSIONS ARE IMPORTANT. PEOPLE'S OPINIONS ABOUT YOUR WORK AND YOUR PERSONALITY WILL BE INFLUENCED BY YOUR APPEARANCE. THEREFORE, IT IS SENSIBLE TO MATCH YOUR CLOTHING AND GROOMING TO YOUR WORK SURROUNDINGS.

WHEN ANSWERING THE QUESTIONS BELOW, COMPARE YOURSELF TO ANOTHER WORKER OF THE SAME SEX WHOSE JOB IS THE SAME AS OR SIMILAR TO YOURS.

i. Clothing

* At work, do you wear clothing that is similar to the type worn by other workers in your occupation?..... ☐ Yes ☐ No ☐ Not Sure
  For example--suit or dress; casual clothes; blue jeans; overalls; etc.

* Is your clothing similar in colour, material, style, etc., to that worn by other workers?..... ☐ Yes ☐ No ☐ Not Sure
  For example--If most people wear dark blue wool suits, your fire-engine red satin suit, or jeans and sweatshirt would look out of place.

* Are your accessories such as socks or stockings, shoes, jewellery, belts, etc., similar in style or appearance to those of people you work with?..... ☐ Yes ☐ No ☐ Not Sure
  For example--If everyone is wearing workboots, and you are wearing 4-inch black patent high heels, your shoes are unsuitable.

* Are your clothes and accessories cleaned or pressed in a manner similar to those of other workers?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you should consider making an effort to change your appearance at work. Turn to the Checklist (page 19) and put a checkmark beside "Clothing" [1(a)i]. The Checklist is perforated so that you can tear it out for easy reference, if you wish.

ii. Grooming

* Is your hair similar in length, style and cleanliness to that of other workers in your occupation?..... ☐ Yes ☐ No ☐ Not Sure
  For example--If most people are wearing their hair in a short, simple style and yours is long or "way out", your hair style may look out of place.

* Is the cleanliness of your hands and the length and colour of your nails suitable?..... ☐ Yes ☐ No ☐ Not Sure
  For example--If most workers keep their nails clipped short, your long or ragged nails will stick out like a sore thumb.

* Is your personal grooming similar to that of other workers in your occupation?..... ☐ Yes ☐ No ☐ Not Sure
  For example--Do you try to make sure that the appearance of your teeth, the scent of your deodorant, mouthwash, perfume or aftershave, and the amount of make-up you wear, are suitable for the job you do?

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you should consider making an effort to change your grooming habits. On your Checklist, put a checkmark beside "Grooming" [1(a)ii].

(b) TIMEKEEPING

IN ACCEPTING A JOB, YOU AGREED TO WORK A SET NUMBER OF HOURS REGULARLY. THEREFORE, YOUR EMPLOYER HAS A RIGHT TO EXPECT YOU TO ATTEND REGULARLY, TO BE PUNCTUAL AND TO REPORT ANY UNAVOIDABLE ABSENCES. IF YOU FAIL TO WORK YOUR HOURS WITHOUT GOOD REASONS, YOU CAN LOSE YOUR JOB.

THE SPECIFIC REQUIREMENTS WILL VARY BOTH AMONG OCCUPATIONS AND AMONG EMPLOYERS. YOU WILL BE TOLD THE RULES WHEN YOU START WORK; IT IS YOUR RESPONSIBILITY TO FOLLOW THEM.

Below are some questions that will help you assess your timekeeping skills. Base your answers on your behavior in your present or last job. If you haven't worked recently, consider your attendance at school, in volunteer activities or in keeping appointments with people such as doctors. As well, you might think about what your family or friends have said about your timekeeping habits.

i. Attendance

* How often are you absent?

☐ Very Rarely Absent (Miss fewer than 3 days per year)
☐ Rarely Absent (Miss from 3 to 6 days per year)
☐ Sometimes Absent (Miss 7 to 12 days per year)
☐ Often Absent (Miss more than 12 days per year)

ASSESSMENT:

If you checked either "Sometimes Absent" or "Often Absent", you have an attendance problem. On your Checklist, put a checkmark beside "Attendance" [1(b)i].

ii. Punctuality

* Do you arrive at work at or slightly before the time set by your employer?

☐ Almost Always (You are late fewer than 3 times per year)
☐ Usually (You are late 4 to 6 times per year)
☐ Sometimes (You are late 7 to 12 times per year)
☐ Rarely (You are late more than 12 times per year)

* During the day, do you limit your coffee breaks, lunch breaks and leaving time to the rules set by your employer?

☐ Almost Always (You bend rules fewer than 3 times per year)
☐ Usually (You bend rules 4 to 6 times per year)
☐ Sometimes (You bend rules 7 to 12 times per year)
☐ Rarely (You bend rules more than 12 times per year)

(continued...)

* Are you on time for work appointments and meetings?

☐ Almost Always (You are late fewer than 3 times per year)
☐ Usually (You are late 4 to 6 times per year)
☐ Sometimes (You are late 7 to 12 times per year)
☐ Rarely (You are late more than 12 times per year)

ASSESSMENT:

If you checked either "Sometimes" or "Rarely" for any of these questions, you have a punctuality problem. On your Checklist, put a checkmark beside "Punctuality" [1(b)ii].

iii. Informing Others of Absence or Lateness

* When you are going to be absent, do you personally contact your supervisor within the first fifteen minutes of your normal work day to let him/her know?

☐ Always Inform Employer
☐ Usually Inform Employer (Forget once per year)
☐ Sometimes Inform Employer (Forget twice per year)
☐ Rarely Inform Employer (Forget more than twice per year)

* When you are going to be late for or absent from work appointments or meetings, do you inform the other people involved before the time scheduled for the meeting?

☐ Always Inform Others
☐ Usually Inform Others (Forget once per year)
☐ Sometimes Inform Others (Forget twice per year)
☐ Rarely Inform Others (Forget more than twice per year)

ASSESSMENT:

If you have answered "Sometimes Inform" or "Rarely Inform," you have a problem letting others know your plans. On your Checklist, put a checkmark beside "Informing Others of Absence or Lateness" [1(b)iii].

(c) FOLLOWING COMPANY POLICIES

EMPLOYERS HAVE RULES AND REGULATIONS THAT WORKERS ARE EXPECTED TO OBEY. THEY INCLUDE SUCH THINGS AS: HOURS OF WORK; ABSENCE OR PUNCTUALITY POLICIES; AND SAFETY AND SECURITY REGULATIONS. THERE ARE ALSO INFORMAL RULES OR "NORMS" THAT FELLOW WORKERS EXPECT YOU TO FOLLOW--FOR EXAMPLE, LENGTH OF COFFEE OR LUNCH BREAKS, ETC. IF YOU ARE NOT WILLING TO CONFORM TO COMPANY RULES, YOU MAY FIND YOURSELF IN TROUBLE.

Below are some questions that should help you assess how well you follow company policies. Base your answers on your behavior in your present or last job. If you haven't worked recently, think about how you behaved at school or in volunteer activities.

* Do you find out about and follow formal company policies?..... ☐ Yes ☐ No
  To do this, you should ask your supervisor about the rules or carefully read employee manuals prepared by the organization.

* Do you find out about and follow informal company rules about such things as the length of coffee or lunch breaks?..... ☐ Yes ☐ No
  To do this, you should ask other workers what the rules are or watch them carefully to see how they behave.

* Do you ask your supervisor about rules or policies whose purpose you don't understand?..... ☐ Yes ☐ No

* Do you obey company rules even if you don't agree with them?..... ☐ Yes ☐ No

* When you disagree with a policy or feel that it is being enforced unfairly, do you make your complaints following the accepted procedure used in your organization?..... ☐ Yes ☐ No

ASSESSMENT:

If you have answered "No" to any of these questions, you may well be failing to follow company policies properly. On your Checklist, put a checkmark beside "Following Company Policies" [1(c)].

2. MEETING WORK STANDARDS

Doing your own job well is the second important aspect of keeping a job. Employers expect their workers to produce work that meets accepted standards of quality and quantity. They also insist that employees use company equipment and materials carefully. Employers expect that the workers they hire are capable of doing the work. If employees fail, it is often because they have poor work habits.

The sections below contain questions that will help you assess how well you meet work standards. Each question includes examples of suitable behavior to help you understand the meaning of the question. Base your answers on the way you have behaved in previous jobs, or at school or in volunteer activities if you haven't worked recently. As well, try to remember what former supervisors or teachers have said about your work.

(a) WORK METHODS

EMPLOYERS WILL JUDGE YOU ON THE WAY YOU DO YOUR WORK. THEY BASE THEIR ASSESSMENT ON SUCH THINGS AS THE APPEARANCE OF YOUR WORK, THE EFFICIENCY WITH WHICH YOU DO IT, AND ON THE QUALITY AND QUANTITY OF WORK YOU PRODUCE.

i. Appearance of Work

* Do you keep both your work and your work site neat and clean?

This might involve:
- Keeping your workspace neat and orderly by filing or putting away materials you have finished with.
- Tidying up your workspace at the end of a task or the end of the day.
- Making sure that the work you give to your supervisor is neat and clean.

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely

ASSESSMENT:

If you have answered "Sometimes" or "Rarely," you need to improve in this area. On your Checklist, put a checkmark beside "Appearance of Work" [2(a)i].

ii. Working Efficiently

* Do you organize your work and follow a regular routine?

This might involve:
- Planning a daily schedule to use your time completely.
- Planning and/or following a regular daily pattern or routine.
- Keeping your work or materials organized so you can find them quickly.
- Keeping track of what you have done and what you have left to do.

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely

ASSESSMENT:

If you have answered "Sometimes" or "Rarely," you need to improve in this area. On your Checklist, put a checkmark beside "Working Efficiently" [2(a)ii].

iii. Quality of Work

* Do you ensure that the quality of your work meets your employer's standards?
  This might involve:
  - Following production guidelines.
  - Checking your own work for errors.
  - Concentrating on doing your own work correctly.
  - Reporting problems or mistakes to your supervisor.
  - Asking questions when you don't understand instructions.

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely

ASSESSMENT:
If you have answered "Sometimes" or "Rarely", you need to improve in this area. On your Checklist, put a checkmark beside "Quality of Work" [2(a)iii].

iv. Quantity of Work

* Do you make sure that you are producing the expected quantity of work?
  This might involve:
  - Meeting your deadlines or production quotas.
  - Working at a steady pace.
  - Finishing tasks that you start.
  - Doing your work as quickly as possible.
  - Limiting the length and number of your personal conversations during the work day.
  - Asking your supervisor for more work when yours is finished.

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely

ASSESSMENT:
If you have answered "Sometimes" or "Rarely," you need to improve in this area. On your Checklist, put a checkmark beside "Quantity of Work" [2(a)iv].

(b) CARE OF EQUIPMENT AND MATERIALS

AN IMPORTANT PART OF MEETING WORK STANDARDS IS TAKING CARE OF YOUR EMPLOYER'S EQUIPMENT AND MATERIALS. IF YOU CAUSE COSTLY DAMAGE TO EQUIPMENT BECAUSE OF CARELESSNESS, OR INCREASE PRODUCTION COSTS BY WASTEFUL USE OF MATERIALS, YOU RISK LOSING YOUR JOB.

When using your employer's materials or equipment, do you:

* Carefully follow operating instructions?..... ☐ Yes ☐ No ☐ Not Applicable
* Report operating problems to the person in charge?..... ☐ Yes ☐ No ☐ Not Applicable
* Put away or turn off equipment after you have finished with it?..... ☐ Yes ☐ No ☐ Not Applicable
* Follow safety regulations or wear safety equipment if it is required?..... ☐ Yes ☐ No ☐ Not Applicable
* Refrain from "borrowing" company materials or equipment for your personal use?..... ☐ Yes ☐ No ☐ Not Applicable

ASSESSMENT:

If you have answered "No" to any of these questions, you need to improve in this area. On your Checklist, put a checkmark beside "Care Of Equipment and Materials" [2(b)].

3. WORKING WITH PEOPLE

In the long run, it is your ability to deal with the people you meet in the workplace that will spell success or failure in keeping a job. There are two main aspects to working with people. These are your communications skills and your human relations skills. The following questions in this Workbook cover these topics.

(a) COMMUNICATIONS SKILLS

FOR SUPERVISORS, THERE ARE TWO KEY COMMUNICATIONS SKILLS. THEY ARE GIVING INSTRUCTIONS AND GIVING FEEDBACK. FOR EMPLOYEES, THE TWO MOST IMPORTANT SKILLS ARE THE ABILITY TO LISTEN TO AND FOLLOW INSTRUCTIONS AND TO ACCEPT AND LEARN FROM FEEDBACK. QUESTIONS TO HELP YOU ASSESS YOUR SKILLS IN THESE AREAS ARE GIVEN BELOW.

Answer questions i. and ii. only if your job involves supervising others. If this is not part of your job, go on to question iii. Everyone should answer questions iii. and iv.

i. Giving Instructions

When giving instructions to your employees, do you:

* Plan in advance what you are going to say?..... ☐ Yes ☐ No ☐ Not Sure
* Use concrete words and give specific work examples to explain what you mean?..... ☐ Yes ☐ No ☐ Not Sure
* Allow yourself plenty of time to explain new instructions?..... ☐ Yes ☐ No ☐ Not Sure
* Encourage your listeners to ask questions about instructions they don't understand?..... ☐ Yes ☐ No ☐ Not Sure
* Give instructions in a pleasant, friendly manner?..... ☐ Yes ☐ No ☐ Not Sure
* Take the time to check the work of your employees to make sure they understood and are following your instructions?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you answered "No" or "Not Sure" to any of these questions, you need to improve the way you give instructions. On your Checklist, put a checkmark beside "Giving Instructions" [3(a)i].

ii. Giving Feedback

When discussing your employees' work with them, do you:

* Give positive feedback (praise) about good work, as a regular practice?..... ☐ Yes ☐ No ☐ Not Sure
* Act promptly to correct poor work or work habits as soon as they occur?..... ☐ Yes ☐ No ☐ Not Sure
* Direct your criticism to specific work habits or behaviors?..... ☐ Yes ☐ No ☐ Not Sure
* Avoid making insulting comments about the personality of the person you are criticizing?..... ☐ Yes ☐ No ☐ Not Sure
* Give criticism in private?..... ☐ Yes ☐ No ☐ Not Sure
* Give criticism verbally before putting it in writing?..... ☐ Yes ☐ No ☐ Not Sure
* Explain the consequences of repeated work failures?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you answered "No" or "Not Sure" to any of these questions, you need to improve the way you give feedback. On your Checklist, put a checkmark beside "Giving Feedback" [3(a)ii].

iii. Receiving Instructions

When you are being given instructions about your work, do you:

* Stop what you are doing?..... ☐ Yes ☐ No ☐ Not Sure
* Look at the person who is talking to you?..... ☐ Yes ☐ No ☐ Not Sure
* Listen carefully to the instructions without interruption?..... ☐ Yes ☐ No ☐ Not Sure
* Briefly summarize the instructions aloud to show you understand?..... ☐ Yes ☐ No ☐ Not Sure
* Ask questions about points that are unclear to you?..... ☐ Yes ☐ No ☐ Not Sure
* Write down the instructions for future reference?..... ☐ Yes ☐ No ☐ Not Sure

(continued...)

* Once you have gone back to your task, if you are still in doubt about whether you are doing it correctly, do you bring an example of your completed work to your supervisor?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you answered "No" or "Not Sure" to any of these questions, you need to improve in this area. On your Checklist, put a checkmark beside "Receiving Instructions" [3(a)iii].

iv. Receiving Feedback

When your work is criticized or corrected, do you:

* Avoid getting angry?..... ☐ Yes ☐ No ☐ Not Sure

* Apologize politely for your mistake or for the misunderstanding?..... ☐ Yes ☐ No ☐ Not Sure

* Listen carefully to the comment without interrupting?..... ☐ Yes ☐ No ☐ Not Sure

* Ask for instructions on how you should be doing the task?..... ☐ Yes ☐ No ☐ Not Sure

* Refrain from blaming someone else for the error?.... ☐ Yes ☐ No ☐ Not Sure

* Avoid arguing or defending yourself until you have heard the criticism and assessed its fairness?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you need to learn to accept feedback better. On your Checklist, put a checkmark beside "Receiving Feedback" [3(a)iv].

(b) HUMAN RELATIONS SKILLS

IN PRACTICALLY EVERY JOB, YOU WILL HAVE TO DEAL WITH PEOPLE. THERE ARE FOUR MAIN TYPES OF RELATIONSHIPS IN A WORK ENVIRONMENT--RELATIONSHIPS WITH SUPERVISORS; WITH CO-WORKERS; WITH YOUR STAFF AND WITH CUSTOMERS OR CLIENTS.

i. Working with Supervisors

When working with your supervisor, do you:

* Accept the fact that your supervisor has the right and the duty to give you instructions and feedback?..... ☐ Yes ☐ No ☐ Not Sure

* Listen to and follow your supervisor's directions without complaining?..... ☐ Yes ☐ No ☐ Not Sure

* Discuss work problems or conflicts with your boss first (before complaining to everyone who will listen, going to his/her boss, or making a complaint to the union)?..... ☐ Yes ☐ No ☐ Not Sure

* Accept criticism from your supervisor without getting angry?..... ☐ Yes ☐ No ☐ Not Sure

* Get your supervisor's permission before making major changes in your work routine?..... ☐ Yes ☐ No ☐ Not Sure

* Keep your boss informed about the progress of your work?..... ☐ Yes ☐ No ☐ Not Sure

* Accept tasks assigned to you willingly?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you should improve the way that you work with your supervisor. On your Checklist, put a checkmark beside "Working with Supervisors" [3(b)i].

ii. Dealing with Co-workers

When dealing with co-workers, do you:

* Make sure that your part of the work is done correctly and on time so as not to slow down the work of others?..... ☐ Yes ☐ No ☐ Not Sure

* Pitch in and help when there is a sudden rush of work?..... ☐ Yes ☐ No ☐ Not Sure

* Take responsibility for your mistakes rather than blaming them on other members of the group?..... ☐ Yes ☐ No ☐ Not Sure

* Behave pleasantly to everyone you work with, whether you like them or not?..... ☐ Yes ☐ No ☐ Not Sure

* Avoid disrupting the work of others?..... ☐ Yes ☐ No ☐ Not Sure

* Do your share of the work?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you should improve your way of dealing with co-workers. On your Checklist, put a checkmark beside "Dealing with Co-workers" [3(b)ii].

iii. Working with Your Staff

Answer these questions only if you supervise others. If not, go on to question iv.

When supervising others, do you:

* Clearly specify the goals and priorities of the work group?..... ☐ Yes ☐ No ☐ Not Sure

* Make sure that you give instructions and criticisms effectively?..... ☐ Yes ☐ No ☐ Not Sure

* Listen receptively to the suggestions or complaints of your staff (without showing anger or impatience)?..... ☐ Yes ☐ No ☐ Not Sure

* Refrain from playing favourites?..... ☐ Yes ☐ No ☐ Not Sure

* Face up to and deal with problems such as poor work performance or conflict among staff members?..... ☐ Yes ☐ No ☐ Not Sure

(continued...)

* Give feedback (both praise and criticism) regularly and often?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you need to improve your method of working with your staff. On your Checklist, put a checkmark beside "Working with Your Staff" [3(b)iii].

iv. Serving Customers or Clients

Answer these questions only if your job involves serving customers or clients. If this is not the case, go on to the next section of this Workbook.

When serving clients or customers, do you:

* Greet them promptly and politely rather than waiting until you are spoken to?..... ☐ Yes ☐ No ☐ Not Sure
* Find out how you can help them?..... ☐ Yes ☐ No ☐ Not Sure
* Avoid hovering if your assistance is not required?.... ☐ Yes ☐ No ☐ Not Sure
* Keep your temper even if you are provoked?..... ☐ Yes ☐ No ☐ Not Sure

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you need to improve your method of serving customers. On your Checklist, put a checkmark beside "Serving Customers or Clients" [3(b)iv].

4. SHOWING INITIATIVE

WHEN EMPLOYERS ARE ASKED TO NAME THE QUALITY THAT THEY VALUE MOST IN THEIR EMPLOYEES, THEY USUALLY ANSWER THAT IT IS INITIATIVE. SHOWING INITIATIVE IN YOUR JOB INVOLVES USING GOOD JUDGEMENT IN SOLVING PROBLEMS. IT IS IMPORTANT BOTH IN DOING YOUR PRESENT JOB WELL AND IN IMPROVING YOUR CHANCES FOR ADVANCEMENT.

* Do you make an effort to learn about the objectives and products of the organization you are working for?..... ☐ Yes ☐ No ☐ Not Sure
  This would include: asking your supervisor or other employees about the organization's structure, products, and services; and reading employee manuals, organization newsletters, and annual reports.

* Are you versatile and adaptable?..... ☐ Yes ☐ No ☐ Not Sure
  This would be shown by such actions as: willingly learning new jobs; taking over for others who are unexpectedly absent,etc.

* Do you try to improve your skills and qualifications?..... ☐ Yes ☐ No ☐ Not Sure
  You can do this by: learning new skills from other workers, getting involved in your organization's in-house training programs; teaching yourself new skills in your spare time; or taking upgrading courses at your local college or university.

* Do you show a positive attitude towards your job?..... ☐ Yes ☐ No ☐ Not Sure
  This would include: taking pride in doing your job well; not complaining about the work or the people you work with; and willingly staying late to finish an urgent task.

* Are you a problem-solver?..... ☐ Yes ☐ No ☐ Not Sure
  This would include: noticing problems when they arise; reporting them to your supervisor; and coming up with solutions to overcome the difficulty.

* Do you try to improve the quality of the projects that you are working on?..... ☐ Yes ☐ No ☐ Not Sure
  This would involve: understanding the purpose of your work; making suggestions about new ways to perform a task; and making sure that the quality of your work is high.

ASSESSMENT:

If you have answered "No" or "Not Sure" to any of these questions, you may need to learn to show more initiative on the job. On your Checklist, put a checkmark beside "Showing Initiative" [4].

CHECKLIST

Put a checkmark (✓) beside each of the areas that your answers have suggested present problems for you.

When you have completed the Workbook, turn to and read the Sourcebook pages indicated in the boxes to the right of your topic(s).

TOPIC NAMES	SOURCEBOOK REFERENCES
1. LOOKING AND ACTING THE PART.....	
☐ (a) Appearance	
☐ i) Clothing	
☐ ii) Grooming	
☐ (b) Timekeeping	
☐ i) Attendance	
☐ ii) Punctuality	
☐ iii) Informing Others of Absence or Lateness	
☐ (c) Following Company Policies	If you have problems with any of these areas, see page 7 in the Sourcebook.
2. MEETING WORK STANDARDS.....	
☐ (a) Work Methods	
☐ i) Appearance of Work	
☐ ii) Working Efficiently	
☐ iii) Quality of Work	
☐ iv) Quantity of Work	
☐ (b) Care of Equipment and Materials	If you have problems with any of these areas, see page 25 in the Sourcebook.
3. WORKING WITH PEOPLE.....	
☐ (a) Communications Skills	
☐ i) Giving Instructions	
☐ ii) Giving Feedback	
☐ iii) Receiving Instructions	
☐ iv) Receiving Feedback	
☐ (b) Human Relations Skills	
☐ i) Working with Supervisors	
☐ ii) Dealing with Co-workers	
☐ iii) Working with Your Staff	
☐ iv) Serving Customers or Clients	If you have problems with any of these areas, see page 49 in the Sourcebook.
4. ☐ SHOWING INITIATIVE.....	If your problem is initiative, see page 87 in the Sourcebook.

If, after reading the Sourcebook, you feel you need help to perform the suggested work behaviors properly, turn to the next page and follow the directions there.

SOLUTIONS PLANNING CHART

You can use this chart to plan ways of dealing with problem areas you have identified. For each topic that you marked on the Checklist, follow these steps:

1. Write the name and number of the topic in the column marked TOPIC.
2. Under PROBLEM OR NEED, describe the specific problem you have with that topic. Use the Sourcebook and/or your answers in the Workbook to help you.
3. Use the CHOOSING SOLUTIONS WORKSHEET (see next page) to decide on a plan of action that will best solve your problem or need.
4. Below, under PLAN OF ACTION, record the plan you choose to solve your specific problem or need. Include any details that you will need when putting the plan into effect (e.g. location, starting date, special arrangements you should make).

If you have more than one problem area or need, you should choose a plan of action for each one and number the plans in the order in which you should carry them out.

TOPIC	PROBLEM OR NEED	PLAN OF ACTION
Example: 3(a)iii. Communications Skills - Receiving Instructions	listening to instructions without interrupting	Basic Job Readiness Training, starts Jan___, 198__, 124 O'Connor St., arrange for training allowance

CHOOSING SOLUTIONS WORKSHEET

You can use this worksheet to assess plans of action and to choose the one(s) that best meets your needs. If you need more space than is provided, use a plain sheet of paper.

1. Under TOPIC, write the name and number of the PLACE topic for the problem or need.
2. Look up the topic in the PLACE Directory. There, you will be referred to information about possible solutions.
3. Below, under POSSIBLE SOLUTIONS, note the programs or plans of action that might solve your specific problem or need. For each possible solution, include the following kinds of information, if applicable: cost, location, duration, eligibility requirements, starting date(s), space available in program and effect on income.
4. Choose the solution that is best for your situation. Consider the information you gathered about each plan, as well as issues such as how urgently you must solve your problem and whether a given solution might solve more than one problem at once.
5. On the previous page, record the solution(s) you choose.

TOPIC	POSSIBLE SOLUTIONS
Example: 3(a)III. Communications Skills - Receiving Instructions	- Basic Job Readiness Training Cost: None - sponsored by CEC Duration: 12-16 weeks Start Dates: 1st Monday of each month Effect on Income: can get training allowance up to $60/wk. Location: _____ College 124 O'Connor St. Eligibility: 19 yrs. old, out of school 2 yrs. Space Available: takes 8 wks. on a waiting list - Work Adjustment Training Cost: None - sponsored by CEC Duration: 16 weeks Start Dates: 3 wks. after a suitable employer is found Effect on Income: can get a training allowance up to $60/wk. Location: premises of an employer Eligibility: 19 yrs. old, out of school 2 yrs. Space Available: an employer to participate has to be found

(continued...)

CHOOSING SOLUTIONS WORKSHEET (continued)

TOPIC	POSSIBLE SOLUTIONS